VIVA MESSAGE CENTER

Voice/FAX/Data Modem

VIVA DATA/FAX

FAX/Data Modem

VIVA 24

2400 bps Data Modem

User's Manual

ViVa Message Center
ViVa Data/Fax
ViVa 24

User's Manual

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Preface

Congratulations on your purchase of the ViVa modem.

The ViVa Message Center features voice messaging, 9600 bps send/9600 bps receive fax, and 2400 bps data modem. The ViVa Data/FAX modem features 9600 bps send/4800 bps receive fax and 2400 bps data modem with software V.42bis/ MNP5 data compression. The ViVa 24 modem features 2400 bps data modem with software V.42bis/MNP5 data compression.

In voice mode, the ViVa Message Center is able to record and play back voice messages just like your answering machines. In addition, you can also access your stored voice messages from a remote location.

In fax mode, the ViVa modem allows you to send and receive fax messages to and from any **group 3** fax machine supporting the **CCITT T.30** standard. You no longer need to print your fax messages on paper and then feed it to your fax machine in order to send your message. Simply write your message using your favorite word processor or text editor and save it to a file. The ViVa modem will send your file directly from the disk to any fax machine.

In the data mode, it operates at speeds of 2400 bps, 1200 bps, or 300 bps. The ViVa modem uses the Hayes Extended **AT Command Set**, which is in widespread use by intelligent modems. With communication software having V.42bis/MNP5 data compression, the modem can have maximum **effective throughput rate near 9600bps.**

The ViVa modem can automatically answer incoming calls from remote modems, and automatically dials out to another fax machine or modem.

For fax communications, the ViVa modem is compatible with **CCITT** recommendation **V.29 at 9600/7200/4800 bps and V.27 ter at 9600/4800/2400 bps**. For data communication, the ViVa modem is compatible with **V.22bis** at 2400 bps, **V.22** at 1200 bps and **V.21** at 300 bps, with **Bell 212A** at 1200 bps and **Bell 103** at 300 bps.

Note: *The ViVa Message Center does not have software V.42bis/MNP5 data compression and will run at 2400 bps maximum.*

CHAPTER 1
GETTING STARTED

This chapter contains helpful hints for installing your new ViVa Modem.

Reviewing Your ViVa Modem Package

The ViVa Modem package should contain:

- One ViVa Modem
- CompuServe Offer
- Floppy diskettes with Voice/Fax/data communications software. (Note 1 & 2)
- One Telephone Cable
- One Registration Card
- One ViVa Modem User's Manual
- Voice/Fax communica tions software user's manual (Note 1 & 2)

If your package is incomplete, contact the dealer where you purchased the ViVa Modem.

Note 1: *ViVa Data/FAX has fax/data functions, but no voice functions and will* ***not*** *come with Voice communications diskette or Voice users manual.*

Note 2: *ViVa 24 modem has data functions only, and will* ***not*** *come with Fax/Voice communications diskettes or FAX/Voice users manual.*

Things Required for Installation

For the installation procedure that follows, you need

- The modem board
- The DOS software disk
- A modular telephone cable (included with the modem)
- An IBM PC, XT, AT, or IBM-compatible computer
- A Philips-head screwdriver
- A modular telephone outlet
- A telephone (optional)

Installing Your Modem

The ViVa modem comes set as "COM4". Before installing the modem you must first determine if your computer has any special ports built in or installed in it already. If your computer has a "COM4" already, you will have to set the"COM" switch on the modem for one of the other "COM" settings that is not already being used. The modem will not function correctly if it is set for a "COM" setting that is already being used by another serial port in the computer.

Internal Modem Installation

Read the following instructions before installing your new ViVa modem. The ***VIVAINST*** software will help you to set your COM port on your ViVa modem.

DO NOT INSTALL THE MODEM INTO THE COMPUTER AT THIS TIME.

Step 1

Put the **ViVa** diskette into the A: drive. Type the command as follows:

a:setup c:\viva ↵

Step 2

After the files are installed into the hard drive (C: drive), type the command as follows:

vivainst ↵

Step 3

Follow the instructions on the screen. The screen will tell you how to set the modem COM port properly. Also, refer to Figure 1-1 to set your COM port.

Step 4

After you exit the program, please turn your computer off. Now install your modem into your computer. If you need more information, refer to your modem user's manual.

Step 5

Turn on your computer. Your hardware (or modem) installation is now complete. If you wish, you can verify the installation by running the VIVAINST program again. This time, you would run the **Modem Initialization** portion of the program, as shown on the screen.

Step 6

Plug one end of the cable supplied with your Viva into the LINE (upper) outlet on the modem, and plug the other end of this cable into the empty wall outlet (Fig. 1-4).

Step 7

Now install your communications (or fax) software by following the instructions in your software user's manual.

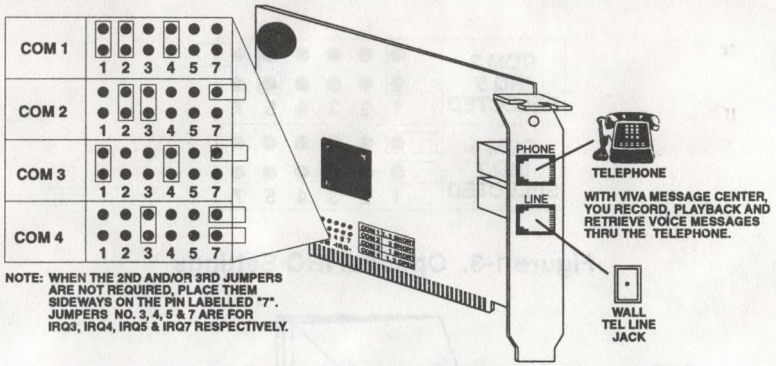
COM 1
1 2 3 4 5 7
COM 2
1 2 3 4 5 7
COM 3
1 2 3 4 5 7
COM 4
1 2 3 4 5 7
NOTE: WHEN THE 2ND AND/OR 3RD JUMPERS ARE NOT REQUIRED, PLACE THEM SIDEWAYS ON THE PIN LABELLED "7". JUMPERS NO. 3, 4, 5 & 7 ARE FOR IRQ3, IRQ4, IRQ5 & IRQ7 RESPECTIVELY.
PHONE
LINE
TELEPHONE
WITH VIVA MESSAGE CENTER, YOU RECORD, PLAYBACK AND RETRIEVE VOICE MESSAGES THRU THE TELEPHONE.
WALL TEL LINE JACK

Figure 1-1 "COM" Port Selection

Jumpers No. 1 and No. 2 are used to select COM1, COM2, COM3 and COM4 as shown in Figure 1-1. Jumpers No. 3, No. 4, No. 5 and No. 7 are used to select IRQ3, IRQ4, IRQ5 and IRQ7 respectively. Unused jumpers should be placed horizontally at either position 7 (Figure 1-1) or position 1 (Figure 1-3).

COM PORT	PORT ADDRESS	INTERRUPT
COM1	3F8-3FF	IRQ4
COM2	2F8-2FF	IRQ3
COM3	3E8-3EF	IRQ4
COM4	2E8-2EF	IRQ3

Figure 1-2 Normal Interrupt Settings

For optional IRQ setting, refer to examples shown as Figure 1-3

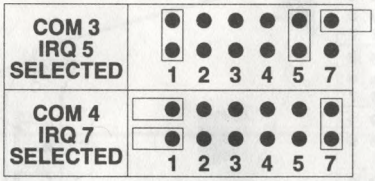

Figure 1-3. Optional IRQ Settings

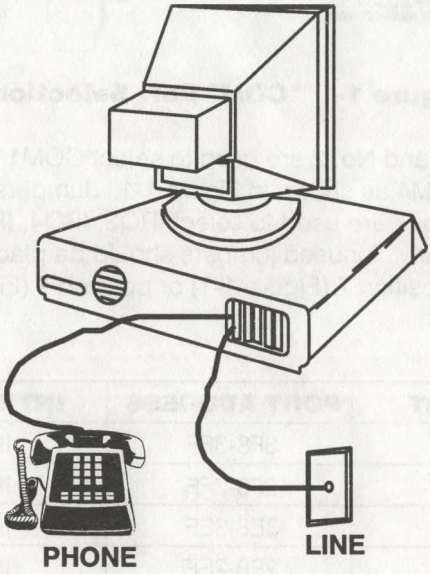

Figure 1-4 Telephone Line Connection

External Modem Installation

Note: Make sure to turn off your computer before installing modem.

- Slide the modem into the front of the modem base (shown below) by following the direction of the arrow located on the modem base.

- Plug the 25 pin (male) connector of your RS-232 cable into the modem's back panel connector labelled "RS-232", and the other end of the cable into the serial port on your computer.

- Plug one end of the modular telephone cable into the "LINE" connector on the modem back panel and the other end of the cable to the telephone wall jack.

- Plug the power cable into the "POWER" port of the modem and then plug the AC power adapter into the AC power outlet.

- Depress modem front panel switch to turn on modem. You should see the bottom LED (Modem Ready LED) light up.

- Install your communication (or fax) software and select the proper serial port (COM Port).

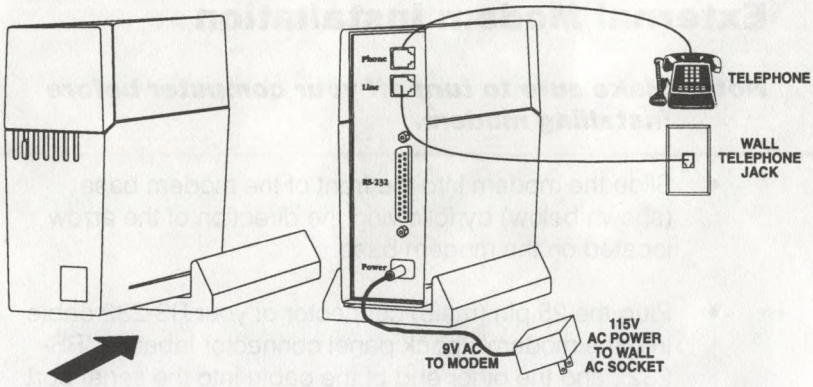

Figure 1-5. External Modem Installation

Status Indicator and Power Switch

The Front Panel of the external modem contains eight status indicators and one push button power switch.

Status indicators provide a way to visually monitor the status of a call and the computer.

High Speed: ON for 2400 bps operation, OFF for 1200 bps or 300 bps.

Auto Answer: ON when modem is set to auto answer. The AA light will flash when an incoming call starts to ring.

Carrier Detect: ON when modem detects a remote modem's carrier signal (Fax or Data). OFF when remote modem hangs up.

Off Hook: ON when modem is using the phone line. OFF when modem is not using the phone line.

Receive Data: Flashes when the computer is receiving data from the modem.

Send Data: Flashes when your computer is sending data to the modem.

Terminal Ready: ON when your computer is ready to send or receive data.

Modem Ready: ON when the modem is turned on. Flashes slowly during loopback tests.

The front panel switch provides power to the modem. To turn modem on, push the switch once. Push it again, to turn the modem off.

Completing the Installation

A few final steps complete the installation.

1. Test the modem and telephone connections by lifting the telephone handset and listening for the dial tone. If you hear nothing, check that the cables are connected and that the plugs are firmly in their sockets. If you still cannot hear a dial tone, refer to Chapter 3, Trouble-shooting Guide in this manual.

2. Reconnect all computer cables and turn on the computer.

Installation Testing

1. Make sure the computer system is up and running properly.

2. Execute the communications software, and verify software is configured to talk to the serial port selected. Refer to the communications software manual for more information.

3. From the terminal mode, or on-line mode of the communications software, type the following instructions:

   a) Type **ATZ <CR>** : You should see an OK response from the modem. If you do not see an OK, review the steps discussed in earlier, Installing Your Modem.

   b) Type **ATH1 <CR>** : You should hear a dial tone from the speaker on the modem. Make sure speaker volume is properly set (see L command in chapter 2). If you do not hear a dial tone, check your telephone line.

   c) Type **ATH <CR>** : Go on- hook.

   d) Now, your ViVa is ready to use.

CHAPTER 2
AT COMMANDS TUTORIAL

Example 1: Placing a Call

To place a call, type the command

ATD1-805-499-9646

In response to this command, the modem dials the telephone number 805-499-9646 and then waits for a carrier from a distant modem. If no carrier is detected within a given time (the default time is 30 seconds), the modem automatically releases the line and sends a NO CARRIER result code. If a carrier is detected, the modem gives a CONNECT result code and goes on-line, permitting communication with the distant modem. The modem will respond with

CONNECT 2400

Example 2: Programming S Register

To read the current value of a register, use the command Sn? where n is the number of the register. The decimal value of the register's contents is then displayed. For example, if you wish to read the current value in registers S0 (ring to answer on) and S7 (wait time for carrier), perform the following:

AT S0? S7? <CR> A typical response to this might be:

001 Modem answer on first ring
030 Modem will wait 30 seconds for a carrier
OK Command completed

To set or change a parameter, use the command **ATSn=x** where **n** is the number of the register and **x** is a value between 0 and 255. In the previous example, the value in the S0 register was set so that the modem would answer the call on the first ring. If you want the modem to answer on the fifth ring type; **AT S0 = 5 <CR>**. To signal that the command has been executed, the modem sends the result code **OK** .

Example 3: Answering a Call

You can use the **A** command to manually answer an incoming call. Register S0 determines whether or not the modem will answer automatically. The S0 register controls the number of rings, if any, that must occur before the modem answers a call. The register may range in value from 0-255.

S0=0 Do not answer telephone
S0=1 Answer on ring 1
S0=2 Answer on ring 2
S0=3 Answer on ring 3
S0=255 Answer on ring 255

When register S0 is set to 0, the modem will not answer the call.

Example 4: Moving Between Data Mode to Command Mode

Use the following procedure to move to the Command mode from the Data mode (or On-Line mode).

1) Pause for the time guard to elapse.

2) Enter the Escape Code (+++) quickly (do not allow more than the time guard to elapse between each character).

3) The modem is now in the Command mode.

The escape code is the only way to return from the On-Line to the Command state without breaking a connection.

To return to DATA mode, issue the **ATO** command to place the modem in the On-Line mode again.

Example 5: Switching Between Voice and Data Mode

You can change operation between voice and data communication without breaking the connection to another system. To change from data to voice use the following procedures:

Switching from Data to Voice

1) Pick up the phone handset.

2) Type a message requesting the other person to pick up the phone.

3) After the other person picks up the phone, type **+++** and wait for the **OK** response from the modem.

4) Type **ATH** and wait for the **OK** message.

5) You are now ready to talk to the remote operator.

Switching from Voice to Data

1) Request the other person to type **ATA** to put the modem in answering mode.

2) Listen for a high pitch tone and then type **ATD** to put the modem in the originate mode.

3) Both operators should then hang up their phone handsets.

CHAPTER 3
TROUBLESHOOTING GUIDE

This chapter describes some of the common problems the occur in the installation, configuration, or regular use of the modem. The ViVa modem has built-in test functions to help you diagnose your problems.

Question

This is the first time I installed the modem. How do I know that the modem is working?

Answer:

Step 1: First, you have to make sure that the communications software and the modem hardware are each set to the same COM port. For example, if the communications software is set to COM 4, then the modem should also be set to COM 4.

Step 2: After you have verified that the software and the modem are set to the same COM port, then you should type the comand

AT ↵

If modem is working, it should answer with the response "OK".

OK

This checks the physical link between the computer and the modem.

Step 3: Run a self test on the modem by issuing the command

ATS18=10&T8 ↵

Wait for 10 seconds as the modem is running a diagnostic test by sending and receiving a test pattern. If the modem works, it should respond with

000
OK

If the modem does not work, it will respond with some numbers such as "255" or 082". Call Computer Peripherals, Inc.'s Technical Support for further assistance. This completes the disgnostic check for the modem.

Question:

I am not getting a dial tone when I place a call. What is wrong?

Answer:

Usually, this means your telephone line is not connected. Make sure that you connect the telephone cord from the modem to the wall jack. On the modem side, make sure that you insert the telephone cord into the jack labeled "LINE". Do not connect the telephone cord to the jack labeled "PHONE". As you see, the jack labeled "PHONE" is for connecting to a telephone handset.

Question:

How do I configure my modem to work with my software?

Answer:

This is one of the most common questions asked, below is how the modem should be configured in most communication packages.

- Set the baud rate for the modem at 2400
- The modem's initialization string is as follows:

AT&F&C1&D2S11=50S0=0

NOTE: Some communication packages require a "^M" at the end of the initialization string.

Question:

My software program will only allow me to select the modem by manufacturer type.

Answer:

First, contact your software manufacturer to see if a new modem driver file is available. Newer driver files may have the ViVa modem listed in it and this may avoid reconfiguring the entire software package.

Second, if your ViVa modem is not available on the list, try selecting the HAYES SMARTMODEM 2400.

Question:

"The modem can dial out, but it cannot make a connection" and/or "The modem will not accept any 'AT' commands."

Answer:

If the ViVa modem is installed unto "COM 1" or "COM 2" and the port has not been disabled, then this problem can occur. To disable a COM port, you will need to refer to your user's manual on the computer or the serial card installed within the compjter.

The recommended solution is to install the modem on "COM 3" or "COM 4" and set the software accordingly.

Question:

I set my modem up for "COM 3" and "COM 4" and it still does not communicate.

Answer:

The computer system that the modem is operating on may be running into a conflict with another internal/external device sharing the same IRQ (interrupt). To solve this problem, remove the modem from the computer (shut all power off first) and change the IRQ settings from the factory defaults, to the alternate IRQ settings. Refer to Chapter 1 for instructions. Once this has been done, reconfiguration of the software will be necessary. IYou can set for "COM 3": and IRQ 5 or you can set for "COM 4" and IRQ 7.

If you are using Windows 3.1 and have the modem set up as either COM 3 or COM 4 and you do not get any communication, you will need to go under the Windows' control panel to verify that Windows will support a COM 3 or COM 4. To do this go under MIN, CONTROL PANEL, PRINTERS, and then CONNECT. In here a list of all of the COM ports are made available. The COM port that the modem is installed on must have the "LOCAL PORT" indicator next to it. If it indicated "LOCAL PORT NOT

PRESENT", then you will need to alter the COM setting and possibly the IRQ setting. If you do change the IRQ settings, make sure you go under the control panel and then under ports and set it for the same IRQ.

NOTE: Make sure the software package you are using the modem with supports optional IRQs such as IRQ2, IRQ5 and IRQ7. Contact your software manufacturer for details.

This page intentionally blank.

APPENDIX A
MODEM AT AND FAX COMMAND SUMMARY

AT Command Summary (* = Factory Default Settings)

AT	Command line prefix (attention code)
A/	Re-executes last command line
A	Off-hook in answer mode
B0	Selects CCITT V.22 operation
B1*	Selects BELL 212A operation
B	Dials number which follows D in the command line
E0	Modem does not echo commands back to terminal
E1*	Modem echoes commands back to terminal
H0	On-hook (Hang-up) command
H1	Goes off-hook
I0	Requests product I.D. code
I1	Performs checksum on firmware; returns checksum
I2	Performs checksum on firmware; returns OK or Error
L0	Lowest speaker volume
L1	Low speaker volume
L2*	Medium speaker volume
L3	High speaker volume
M0	Speaker off
M1*	Speaker on until carrier detection
M2	Speaker always on
M3	Speaker on until carrier detected except during dialing
O0	Returns to on-line state
O1	Returns to on-line state and initiates retain sequence
Q0*	Modem returns result codes
Q1	Modem does not return result codes

Command Summary (continued)

SR=n	Sets register R to value n
SR?	Requests contents of register R
V0	Short form numeric result codes
V1*	Full word result codes
X0	Selects features represented by result codes 0-4
X1	Selects features represented by result codes 0-5, 10
X2	Selects features represented by result codes 0-6
X3	Selects features represented by result codes 0-5, 7 10
X4*	Selects features represented by result codes 0-7, 10
Y0*	Long space disconnect disabled
Y1	Long space disconnect enabled
Z0	Reset modem and recall user profile 0
Z1	Reset modem and recall user profile 1
&C0*	DCD always on
&C1	DCD on indicates presence of data carrier
&D0*	Modem ignores DTR
&D1	Modem assumes command state when on-to-off transi tion is detected on DTR
&D2	Modem hangs up and assumes command state and disables auto answer upon detecting on-to-off transition on DTR
&D3	Modem assumes initialization state upon detecting an on-to-off transition on DTR
&F	Loads factory configuration profile
&G0*	No Guard Tone
&G1	550 HZ Guard Tone
&G2	1800 HZ Guard Tone
&L0*	Selects dial up line
&L1	Selects leased line
&P0*	Pulse dial make/break ratio = 39/61 (USA)
&P1	Pulse dial make/break ratio = 33/67 (UK/HK)
&S0*	DSR Always ON
&S1	DSR OFF in test and idle mode

Command Summary (continued)

&T0	Terminates test
&T1	Initiates Local Analog Loopback Test
&T3	Initiates Digital Loopback Test
&T4	Allows Remote Digital Loopback Test
&T5	Refuses Remote Digital Loopback Test
&T6	Initiates Remote Digital Loopback Test
&T7	Initiates Remote Digital Loopback Test with Self-Test
&T8	Initiates Local Analog Loopback Test with Self-Test
&V	Views Configuration Profiles
&W0	Store active profile in location 0
&W1	Store active profile in location 1
&Y0*	Select stored profile 0 on power up
&Y1	Select stored profile 1 on power up
&Zn	Stores Telephone Number at memory location n

Dial Modifiers

0-9, #, *, A, B, C, D Dial digits/Characters for phone number

P*	Pulse dial
T	Tone dial
,	Pause
!	Flash
@	Wait for silence
W	Wait for second dial tone
;	Return to command state after dialing
R	Originate call in answer mode
S	Dial a stored number

FAX Class 1 AT Commands

+FCLASS=n	Select Service Class
+F<command>?	Report Active Configuration
+F<command>=?	Report Operating Capabilities
+FAA=n	Data/Fax Auto Answer
+FF	Enhanced Flow Control
+FTS=n	Stop Transmission and Wait
+FRS=n	Receive Silence
+FTM=n	Transmit Data
+FRM=n	Receive Data
+FTH=n	Transmit Data with HDLC Framing
+FRH=n	Receive Data with HDLC Framing
+FRT=n	Receive Test Data
+FTTn=m	Transmit Test Data

APPENDIX B
MODEM S-REGISTER SUMMARY

Reg	Range	Units	Default	Description
*S0	0-255	Rings	00	Ring to answer on
S1	0-255	Rings	00	Ring count
S2	0-127	ASCII	43	Escape code character
S3	0-127	ASCII	13	CR character
S4	0-127	ASCII	10	LF character
S5	0-32,127	ASCII	08	Back space character
S6	2-255	Sec	02	Wait for Dial Tone
S7	1-55	Sec	30	Wait for data carrier
S8	0-255	Sec	02	Pause time for comma
S9	1-255	1/10 Sec	06	Carrier detect response time
S10	1-255	1/10 Sec	14	Carrier lost to hang-up delay
S11	50-255	Msec	95	DTMF digit duration
S12	20-255	1/50 Sec	50	Escape code guard time
S13	Reserved			
*S14			AAh	E,Q,V,T,P status
S15	Reserved			
S16			00	Modem Test Option (%Tn)
S17	Reserved			
*S18	0-255	Sec	00	Test timer
S19	Reserved			
S20	Reserved			
*S21			00	&D, &C, &S status
*S22			76h	L, M, X, &P status
*S23			07	Speed, Parity status
S24	Reserved			
*S25	0-255	1/100 Sec	05	Detect DTR Change
S26	0-255	1/100 Sec	001	RTS to CTS interval

Reg	Range	Units	Default	Description
*S27			40h	CCITT/Bell

* This S-Register is stored in the non-volatile memory upon receipt of **&W** command so that the contents are preserved when modem power is removed. It is automatically restored from the non-volatile memory when the modem is powered up, or when the modem receives the **Z** command. All numeric values are expressed in decimal (base 10), whereas 76h is hexadecimal 76 or decimal.

APPENDIX C
ELECTRICAL SPECIFICATIONS

Data Transmission Rate:	2400, 1200 and 300 bps (Asynchronous)
Fax Transmission Rate:	9600, 7200, 4800, 2400 bps
Transmission Line:	Two-wire, dial up
Data Modulation:	V.22 bis at 2400 bps V.22 and Bell 212A at 1200 bps Bell 103 at 300 bps
Fax Modulation: (see note 1)	V.29 at 9600, 7200, 4800 bps V.27 ter at 4800, 2400 bps
Data Formats:	7 or 8 Data Bits; Odd, Even, Mark, Space, No parity and 1 or 2 stop Bits
Data Compression:	Software V.42bis/MNP5 (ViVa Data/FAX and ViVa 24)
Fax Protocols:	CCITT T.30 Group 3 campatible CCITT T.4 compatible, EIA 2388 Class 1 Fax
Dialing Capability:	DTMF or Pulse Dialing DTMF Tone Symbols: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, *, #
Receive Sensitivity:	-43 dbm
Transmit Level:	-10 dbm ± 1dB
Command Buffer:	40 characters
Extra Memory:	Modifiable non-volatile RAM stores - Four telephone numbers - Two Configurations of modem settings
Approvals:	**FCC part 68 and 15B** (USA) **DOC CS-03** (Canada)

Jack Number:	RJ-11
Power Requirements:	+5VDC 100 mA, +12V 10mA (Internal) Input 120 VAC (External) Output 9 VAC 1 Amp (External)
Physical Size:	Half size card (Internal) 5.4"H, 5.7"D, 2.1"W (External)
Call Progress Detection:	Busy signal, ringing, no answer, no dial tone
Audio Monitoring:	Miniature speaker with programmable volume control
Modem Command Set:	Compatible with the Hayes AT
Interface (Internal):	IBM PC/XT/AT Bus Compatible
Fax Command Set:	Compatible with EIA PN 2388 FAX Class 1
COM Port:	Com1, Com2, Com3, Com4 (Internal)
IRQ:	IRQ3, IRQ4, IRQ5, IRQ7 (Internal)

RS232 (External):

Pin	Circuit	Direction	Description
1	AA	N/A	Protective Ground
2	BA	To Modem	Transmit Data
3	BB	From Modem	Receive Data
5	CB	From Modem	Clear To Send
6	CC	From Modem	Data Set Ready
7	AB	N/A	Signal Ground
8	CF	From Modem	Data Carrier Detect
20	CD	To Modem	Data Terminal Ready

Note 1: ViVa Message Center is V.29 (9600 bps) compatible in both send and receive fax. The ViVa Data/FAX is V.29 compatible in send fax, and V.27 ter compatible in receive fax. The ViVa 24 does not have fax modulation at all.

APPENDIX D
FCC AND DOC REGISTRATION

FCC Part 15 Class B:

The ViVa modem uses and generates radio frequency energy. Before the modem is sold commercially, it is tested for compliance with the limits for a **Class B** computing device in accordance with the specifications in **Subpart B** of **Part 15** of **FCC rules**. These specifications are designed to prevent the ViVa modem from interfering with radio and television reception in your home.

The ViVa modem has passed FCC testing. However, if the modem is not installed or used properly, you may notice radio and television interference. You can avoid this by carefully reading this manual and following the instructions for installation and use of the ViVa modem. **A shielded RS-232 cable must be used to connect the external ViVa modem to the computer.**

If you have installed and are using the ViVa modem properly and there is radio and/or television interference, you should try relocating your computer with respect to your receiver, repositioning your receiving antenna or relocating your computer or receiver so they are on different branch circuits. If none of these work, contact an experienced radio or television technician or your dealer for assistance. The following FCC publication may also be useful:

How to Identify and Resolve Radio-TV Interference Problems
Stock No. 004-000—345-4
U.S. Government Printing Office
Washington, D.C. 20402

Warning: *The user is cautioned that changes or modifications not expressly approved by the Grantee of the equipment authorization could void the user's authority to operate the equipment.*

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Part 68:

The FCC has established the following rules for direct connection of devices (such as the ViVa modem) to the telephone network:

- ViVa modem may not be connected to a party line or to a coin (pay phone) telephone line.
- Standardized jacks must be used for the connection.
- The manufacturer or an authorized agent must make any necessary repairs to the ViVa modem to maintain the unit's valid FCC registration.

Service Requirements

A malfunctioning ViVa modem may cause harm to the telephone network. The malfunctioning modem should be disconnected until the source of the problem is discovered and repairs are

made. It is the responsibility of users requiring service to contact the manufacturer or authorized agent. If the malfunctioning modem is not repaired, the telephone company may temporarily disconnect the line.

Notification of the Telephone Company

It is not necessary to notify the telephone company before installing the ViVa modem. However, the telephone company may request the following information.

- The telephone number of the line to which the ViVa modem will be connected.
- The ViVa modem's FCC registration number and ringer equivalence number (see bottom of ViVa modem).
- The USOC jack required.

The FCC registration number and ringer equivalence number (REN) are indicated on the label which is attached on the bottom of the ViVa modem. The REN is used to determine how many devices can be connected to your telephone line. (If too many devices are connected to the same telephone line, they may not ring properly.) In most areas, the sum of the RENs of all devices on the same line should not exceed 5.

DOC:

The ViVa Modem is registered for use in Canada. A telephone cable with CA11A jack is required to connect the modem to the Canadian PSTN.

Notice: The Canadian Department of Communications label identifies certified equipment. This certification means that the

equipment meets certain telecommunications network protective operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device to prevent overloading. The termination on a loop may consist of any combination of

devices subject only to the requirement that the total of the load numbers of all the devices does not exceed 100.

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APPENDIX E
LIMITED FIVE-YEAR WARRANTY

Computer Peripherals, Inc. warrants, to the original purchaser of this product only, as follows:

This product is warranted to meet applicable specifications (as set forth in the product descriptions in the technical manuals) and to be free from defects in materials and workmanship under normal use and service for a period of five years from the date of purchase from Computer Peripherals, Inc. or from an authorized Computer Peripherals, Inc. dealer.

Computer Peripherals, Inc. (hereinafter "CPI") shall, at its own expense and option, either repair or replace the defective product during the warranty period, provided that the original purchaser has notified CPI and, upon inspection by CPI, CPI has found the product to be defective.

PURCHASER'S SOLE AND EXCLUSIVE REMEDY HEREUNDER SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT SPECIFIED HEREIN.

ANY MISUSE, ABUSE, MODIFICATION OR ATTEMPTED MODIFICATION OF THE PRODUCT (except with prior written authorization from CPI permitting such modification or attempted modification) **SHALL VOID THIS WARRANTY. PRODUCTS WHOSE SERIAL NUMBERS HAVE BEEN DEFACED OR ALTERED ARE NOT COVERED BY THIS WARRANTY.**

Prior to the return of any defective merchandise, a Return Material Authorization (RMA) must be obtained from the Cus-

tomer Service Department at CPI. You may obtain this authorization number by calling Computer Peripherals, Inc. directly at (805) 499-6021. Please have your model and serial numbers available when calling.

THE EXPRESS WARRANTIES SET FORTH HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

IN NO EVENT WILL COMPUTER PERIPHERALS, INC. BE LIABLE TO THE USER FOR DAMAGES, INCLUDING ANY LOST PROFITS, LOST SAVINGS OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE SUCH PRODUCT, EVEN IF CPI OR AN AUTHORIZED CPI DEALER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM FOR ANY OTHER PARTY. IN ANY EVENT, THE LIABILITY OF COMPUTER PERIPHERALS, INC. SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME STATES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

ORIGINAL PURCHASER ACKNOWLEDGES THAT HE OR SHE HAS READ THIS LIMITED FIVE-YEAR WARRANTY AND

WARRANTY DISCLAIMERS AND UNDERSTANDS THE SAME AND AGREES TO BE BOUND BY ITS TERMS AND CONDITIONS.

Notice:

Incidental and consequential damages caused by malfunction, defect or otherwise and with respect to breach of any expressed or implied warranty are not the responsibility of Computer Peripherals, Inc. and to the extent permitted by law, are hereby excluded both for property and to the extent not unconscionable, for personal injury or damage.

Computer Peripherals, Inc.
667 Rancho Conejo Blvd. Newbury Park, CA 91320
(805) 499-5751

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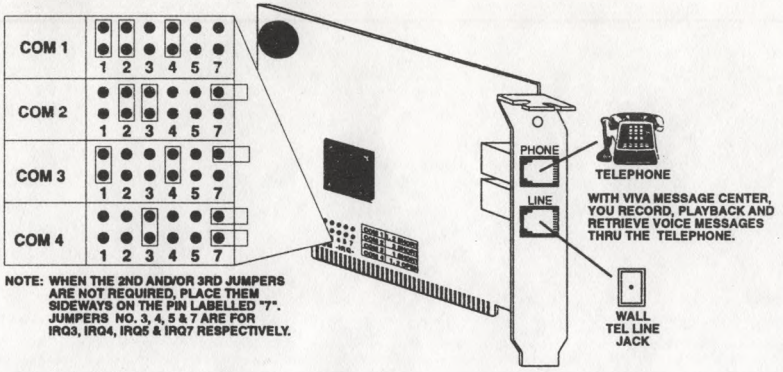
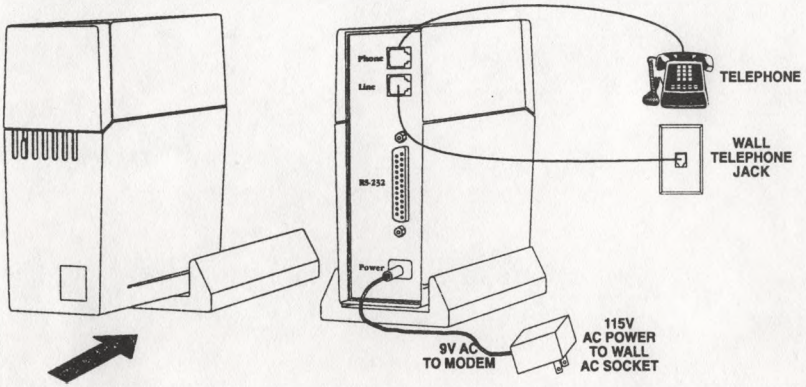
Internal Modem Installation

Go to page 1-2 for instructions on how to install the internal modem.


COM 1
COM 2
COM 3
COM 4
1 2 3 4 5 7
PHONE
LINE
TELEPHONE
WITH VIVA MESSAGE CENTER, YOU RECORD, PLAYBACK AND RETRIEVE VOICE MESSAGES THRU THE TELEPHONE.
WALL TEL LINE JACK
NOTE: WHEN THE 2ND AND/OR 3RD JUMPERS ARE NOT REQUIRED, PLACE THEM SIDEWAYS ON THE PIN LABELLED "7". JUMPERS NO. 3, 4, 5 & 7 ARE FOR IRQ3, IRQ4, IRQ5 & IRQ7 RESPECTIVELY.

External Modem Installation

Go to page 1-7 for instructions on how to install the external modem.



Internal Modem Installation

Go to page 1-2 for instructions on how to install the internal modem.

External Modem Installation

Go to page 1-7 for instructions on how to install the external modem.

p/n 114-000021-000

WARRANTY REGISTRATION FORM

Register your purchase! Only through registration are you eligible for valuable owner benefits such as technical support and product repair/replacement service.

Name (First Last) _____

Company _____

Address _____

City, ST Zip _____

Country _____

Phone ( ) _____ Fax ( ) _____

Product name _____ Model # 044- _____

Purchase date _____ Serial # _____
(See end flap of box or board)

In order to help us meet your future needs, please complete the below information.

circle/write in your responses:

How did you learn of this product? adv review show dealer referral requested info Own other CPI prod

Primary application of product home business business descrip._____

Number of PCs in your business 1-10 11+ 25+ 100+

Your computer type IBM compatible Macintosh model_____

CPU speed (586) 486 386 286 8088 Desktop Portable Other_____

Do you use Windows? yes no

use a multimedia board? yes no 8-Bit 16-Bit Voice Recognition

use a modem? speed (Kbps) yes no 14400 9600 2400 FAX Voice

compute on a network? yes no operating sys_____ number of users _____

PLACE
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